

**AMENDMENTS TO THE CLAIMS**

Please amend claims 1-16 and 18-26 as follows:

1. (currently amended) A communications management system, comprising a networked computing means including on which is provided:

[[ - ]] a translation agent with access to usage data of a plurality of communications resources,

[[ - ]] a database, provided in a form accessible to the translation agent, and including data in the system-specific format to assist the translation agent to convert this to the common format

[[ - ]] the translation agent being arranged to consolidate the usage data of the plurality of communications resources by consulting the database and converting system-specific data to data having a common format, and

[[ - ]] a processing agent arranged to extract and/or infer duration measurement and to calculate staff, transmission & infrastructure costs.

2. (currently amended) A communications management system according to claim 1 wherein in which the communications resources are selected from the group consisting of PBX telephone systems, IP telephony systems, email servers, proxy servers, firewalls, switches, routers, web servers and mobile telephony and other emerging media.

3. (currently amended) A communications management system according to claim 1 or claim 2, in which wherein the networked computing means includes comprises a removable data storage reader to which the acquisition agent has access, thereby to allow externally created log files to be made available to the translation agent.

4. (currently amended) A communications management system according to claim 3 ~~in which~~ wherein the removable data storage reader is a CD-ROM-compatible drive.

5. (currently amended) A communications management system according to ~~any one of the preceding claims including claim 1~~ further comprising an at least semi-permanent data link from the networked computing means to a further computing means.

6. (currently amended) A communications management system according to claim 5 ~~in which~~ wherein the at least semi-permanent data link is the Internet.

7. (currently amended) A communications management system according to claim 5 ~~in which~~ wherein the at least semi-permanent data link is a dial-up connection to a remote device.

8. (currently amended) A communications management system according to ~~any one of the preceding claims in which claim 1~~ further comprising an acquisition agent is ~~provided to acquire for acquiring~~ usage data of the plurality of communications resources and to provide ~~this~~ the usage data to the translation agent.

9. (currently amended) A communications management system according to ~~any one of the preceding claims in which claim 1~~ wherein the processing agent is arranged to at least one of extract and infer ~~extract/infer~~ a duration measurement for communications events included in the usage data.

10. (currently amended) A communications management system according to claim 9 ~~in which~~ wherein the processing agent includes at least one rule for inferring a duration measurement in respect of at least ~~communications~~ communication events without a recorded duration.

11. (currently amended) A communications management system according to claim 10 in which the rule is at least one of[:]

[-] a defined time per byte of data transmitted;

[-] a defined time for any data transmission; ~~and/or~~ and

[-] a defined time per byte of data transmitted up to a defined maximum.

12. (currently amended) A communications management system according to ~~any one of claims 9 to 11 in which~~ claim 9 wherein the processing agent retains staff cost data for conversion of duration measurements into staff cost.

13. (currently amended) A communications management system according to claim 12 ~~in which~~ wherein the processing agent includes a plurality of staff cost data for a plurality of different staff grades, dates, times of day and days of week.

14. (currently amended) A communications management system according to ~~any one of claims 9 to 11 in which~~ claim 9 wherein the processing agent retains transmission cost data for conversion of one of duration ~~and/or~~ and size measurements into transmission cost.

15. (currently amended) A communications management system according to claim 14 ~~in which~~ wherein the processing agent includes a plurality of transmission cost data for a plurality of different destinations, media, routes, dates, times of day and days of week.

16. (currently amended) A communications management system according to ~~any one of claims 9 to 11 in which~~ claim 9 wherein the processing agent retains infrastructure cost data for conversion of one of duration ~~and/or~~ and size measurements into infrastructure cost.

17. (original) A communications management system according to claim 16 in which the processing agent includes a plurality of infrastructure cost data for a plurality of different infrastructure types, locations, routes, dates, times of day and days of week.

18. (currently amended) A communications management system according to ~~any one of claims 1 to 17 in which~~ claim 1 wherein the processing agent identifies unknown addresses present in the usage data but not contained in the database.

19. (currently amended) A communications management system according to claim 18 ~~in which~~ wherein the processing agent causes a message to be sent where such an unknown address is detected above a pre-set threshold.

20. (currently amended) A communications management system according to claim 19 ~~in which~~ wherein the threshold is defined as a pre-set number of occurrences within a pre-set time interval.

21. (currently amended) A communications management system according to claim 19 ~~or claim 20 in which~~ wherein the message is sent to an address local to the networked computing means and associated with the communications event in which the unknown address was detected.

22. (currently amended) A communications management system according to claim 21 ~~in which~~ wherein the local address is one included in the communications event.

23. (currently amended) A communications management system according to claim 21 ~~in which~~ wherein the local address is one correlated with the local address included in the communications event but associated with a different communications channel.

24. (currently amended) A communications management system according to ~~any one of claims 19 to 23 in which~~ claim 19 wherein the message is sent via ~~email~~ electronic mail.

25. (currently amended) A communications management system according to claim 24 ~~in which~~ wherein the email message includes a link to a web page adapted to accept identifying information for the unknown address and update the database accordingly.

26. (currently amended) A communications management system according to ~~any one of the preceding claims in which~~ claim 1 further comprising an analysis agent is ~~provided,~~ capable of selecting, aggregating and ~~summarising~~ summarizing the processed data.